

On Stage Health Member Services Guide and Agreement



- **On Stage Health – Physicians Immediate Care and Medical Centers (Physicians) is a patient-centered / physician-directed program**
- **This agreement does not provide comprehensive health insurance coverage. It provides only the health care services specifically described.**
- **Your insurance plan will not be billed for services covered by your On Stage Health Fee.**
- **Locations, physicians, and more information is at www.OnStageHealth.com**

Services covered by your On Stage Health Fee:

Primary Care Services

Physicians provides primary care services as here defined: “Primary care means routine health care services including screening, assessment, diagnosis, and treatment for the purpose of promotion of health, and detection and management of disease or injury.”

You may access Physicians for up to 20 health and wellness visits per year. Additional visits, if necessary, will be available at a substantial discount.

Office Visits and Preventive Care

Physicians provides age-specific periodic physical exams and offers / recommends health screenings. Your provider will discuss and recommend improvements for your future health. These services are available on an appointment basis.

Urgent Care

Physicians Immediate Care offers same-day evaluation, 8 am to 8 pm every day, at two locations for urgent medical problems appropriate to primary care (*e.g. colds, illness, minor accidents and other conditions that don't require care from emergency rooms, hospitals or specialists*).

After Hours Coverage

Physicians provides after-hours telephone coverage.

Procedures

Physicians provides blood draws, office visits, EKG's, wart removal, skin biopsies, PAP smears, annual physical exams, sprains, Spirometry, wound care, and most other in-office procedures. These by-appointment services are included in your monthly fee.

Chronic Disease Management

Physicians providers can address hypertension, diabetes, hyperlipidemia, heart disease, asthma, arthritis, osteoporosis and other chronic conditions. Your provider may use a variety of approaches to help you and manage your chronic condition. If your chronic condition changes and you require more specialized care than Physicians provides, they will refer you to an appropriate specialist and can offer assistance in relating to their care. Specialty care is not covered by your On Stage Health fee.

Hospital Care Coordination

If hospital care is required, a Physicians provider will interface with your hospitalist. A hospitalist is a primary care physician who assumes the bedside care of a hospital patient in the place of the patient's primary care provider.

Your Physicians provider will be aware of the care you receive and may coordinate appropriate post hospital medical care. The cost for the hospitalist, hospital services, tests and specialty related care is not covered by your On Stage Health fee. If you have insurance, the care provided at the hospital may be covered by your policy. Please check with your insurance carrier for coverage details.

Laboratory Testing

If laboratory tests are needed Physicians will, without charge, perform blood draws and sample collection. The following lab tests are provided on-site as part of your monthly membership fee: CBC, Urinalysis, Mono, Strep screen, Strep Culture, Glucose finger stick, H-Pylori, sed rate, KOH, Urine Pregnancy, Rapid Flu, and Occult blood. Samples for other tests will be processed by an offsite laboratory that will bill you or your insurance.

Medications & Vaccines

Physicians may administer selected medications and vaccines. These are available on a discounted basis. Please ask your physician for more details.

Supplies and Special Tests

Recommended tests, supplies, etc. not included in your Primary Care Fees will be discussed with you in advance and your permission received before being ordered.

X-ray Imaging

Basic x-rays on-site are included in your monthly membership fee. Other Imaging procedures and radiologists' interpretation of these services are not included in your monthly membership fee. They will be billed to your insurance company or be payable by you.

Your Responsibilities as a On Stage Health Member

- Your On Stage Health fee must be paid by automatic deduction at the end of each month for the following month.

- The On Stage Health fee will not increase more frequently than annually with at least 60 days notice.
- An initial On Stage Health registration fee of \$15 is charged for each member
- You may cancel your On Stage Health membership at any time by notifying On Stage Health via email at cancel@OnStageHealth.com On Stage Health fees you have paid for the future will be returned to you.
- You may re-enroll in On Stage Health. A two-month new dues re-enrollment fee applies.
- You are encouraged to obtain health insurance for services not included in your On Stage Health Patient Provider Primary Care Arrangement. Contact your broker or On Stage Health at www.OnStageHealth.com for a referral.

If you have a question or a complaint about your On Stage Health Arrangement you may call a On Stage Health Physician Group representative at:

1-509-946-1695.

Contact information for the Washington State Office of the Insurance Commissioner
Telephone: 360-725-7080

Services Not Covered by your On Stage Health Program

Acupuncture

Chiropractic care

Cosmetic surgery

Dental care

Drug and alcohol dependency treatment

Emergency room care

Hearing care

Home health care

Hospice care

Hospital care

Infertility services

Marital or family counseling

Massage therapy

Maternity/labor and delivery

Maternity/prenatal care

Mental health care

Naturopathy

Outpatient diagnostic procedures such as:

Outpatient labs

Outpatient radiology (*beyond basic x-rays performed by Physicians*)

Outpatient radiology interpretation of x-rays (x-rays performed by Physicians or by other imaging centers)

Outpatient surgery (*beyond the procedures performed by Physicians*)

Rehabilitation

Sexual dysfunction
Sterilization
Vision care
Weight loss treatment